

REPORT/REFERRAL

Person Search

Person Details

Report/Referral Intake Process

Person Search



RR-02

- The database index contains all persons with a CAPS ID
- Search for all people before entering them into the system
- After search criteria is entered, a list of matches will be displayed
- A person may be a person (with CAPS ID) before they are made a client
- A person becomes a client when:
 - A person has been assigned to a worker on AXED (Assignment/Transfer Detail)

PERS - Person Search

```
CAFSPERS                PERSON SEARCH                06/20/2006    11:39
USER ID : CS4566
CAPS ID : 00002084    25    NAME: FURST, EVE

                                LAST NAME : washington
                                FIRST NAME : geo
                                MIDDLE NAME :
                                PHONETIC SEARCH : N

                                SSN :

                                DATE OF BIRTH :

                                RESIDENCE COUNTY :

                                SEX :

                                CAPS ID :

                                PATH:
```

- Use this screen to lookup or find out if a person is known to CAPS
 - Enter search criteria, Press ENTER
 - PERL (Person List) will display a list of all persons known to CAPS, beginning with the person on the list directly above those that match the search criteria, or a message will display indicating that no matches were found
- Search criteria is one of the following:
 - SSN, Last name, CAPS ID
 - The search can be narrowed by entering in any combination of items
Example: Last name and DOB
 - As little as one letter may be entered to generate a search
- A phonetic search indicator defaults to “N”, you may change it to “Y” to search phonetically, otherwise an alphabetic search is done instead
- If the search criteria entered is the CAPS ID, or SSN, only an exact match will be displayed

PERL - Person List

CAFSPERL		PERSON LIST				06/20/2006		11:40	
USER ID : CS4566		PAGE NO: 1							
CAPS ID : 00002084		25	NAME: FURST, EVE						
TO SELECT, ENTER S=SELECT, I=INQUIRE OR M=MODIFY									
SEL	CAPS ID	NAME	DOB	AGE	SEX	SSN	CNTY	CAN /P C A	
-	00002088	WASHINGTON, CAIN	12/12/1996	9	M	517-05-2345	25		
-	00002086	WASHINGTON, GEORGE	09/19/1943	62	M	001-01-0001	25		Y
-	00002086	WASHINGTON, JOE	09/19/1943	62	M	001-01-0001	25		Y
-	00002087	WASHINGTON, MARTHA	06/01/1965	41	F	002-02-0002			
-	00002097	WHITE, JACKIE	08/08/1963	42	F	343-87-4447	25		
-	00002099	WHITE, JAMIE	06/28/1981	24	F	884-77-3375	25		
-	00002098	WHITE, JOHN	12/26/1965	40	M	454-45-8998	25		
-	00002062	WINDORSKY, JAMES							P
-	00011642	WINDORSKY, LINDA	06/11/1955	51	F	516-70-5567			P
PATH: █									

- Displays information for persons that met the search criteria entered on PERS
- The select functions are listed at the top of the screen under the CAPS ID and NAME
- To add a new person to the database, press F11
 - The PERD (Person Detail) screen will be displayed in ADD mode
- To change any detailed information for the person, type "M" in the SEL field next to the person for whom you want to modify information
 - The PERD screen will be displayed
- If a person is selected with an "I", PERD will be displayed for Inquire only - no changes may be made at this time
- F2 will return you to the previous screen

PERD - Person Detail

```
CAFSPERD                PERSON DETAIL                02/09/2012    10:04
USER ID : CS4566    MODIFY
CAPS ID : 00002107    25    NAME: ABBOTT, DAWNNA

LAST NAME   : ABBOTT                ASSIGNED WORKER INFORMATION
FIRST NAME  : DAWNNA                WORKER ID: C7TR15    RGN: 4    CNTY: 025
MIDDLE NAME :                     AKA:
CAN: N                NAME: FIFTEEN, TRAINEE
SUFFIX      : P SSN VERIF:         PHONE NO: 406    EXT:
SEL P/S-- SSN ---- SEL P/S-- SSN ---- SECONDARY:
_ P 158-80-9686 _

DRIVERS LICENSE ST: MT    NUMBER: MT08101998    ----- ADDRESS -----
BIRTH DT : 08/10/1998 VERIF:    AGE: 13 LINE1 : 202 N RODNEY ST
PLACE :                                LINE2 :
DATE DECEASED :                    CITY : HELENA
SEX CODE   : F    FEMALE            STATE : MT    ZIP CODE : 59601 - 4227
ETHNICITY  : CA                    COUNTY: 25    LEWIS & CLARK
HSPNC ORGN : N    IDENTITY VERIF:    TELEPHONE :
MARITAL STATUS: NM    DATE:

----- EMPLOYMENT -----
NAME :                                STATUS :
PHONE:                                START DATE:
OCC:                                END DATE:
SHFT+F10=CLRSSN                                PATH:
```

- The Person Detail screen is used to enter or display general information about persons in the system
 - This information is available to all workers
- If the ADD function (F11) was indicated on PERL, CAPS will assign the CAPS Identification number when you press ENTER to update the screen
- For SSN's indicate on the select field A (ADD), M (MODIFY), D(DELETE) and whether it is a P(Primary) or S(Secondary)
- ASSIGNED WORKER INFORMATION will be displayed once the person has been assigned to a worker on AXED (Assignment/Transfers Detail)
- RESIDENT ADDRESS information will be displayed once the ADDD screen is completed
- EMPLOYMENT information will be displayed once the EMPL screen is completed

- Last Name and First Name are the only fields required in order to generate a CAPS ID
- Verifications for SSN and Date of Birth are received through an interface with the CHIMES system. Verifications for Identity are received through an interface with CHIMES or entered by IVE unit staff.
- Up to six (6) ethnicity codes can be entered in the ETHNICITY field. When the worker presses F12 (code table lookup), six codes can be selected at one time. “ABANDONED AT BIRTH”, “DECLINED”, “PARENT(S) INCAPACITATED” and DECLINED are options.
- Enterable values for HISPANIC ORIGIN field are “Y”, “N” “D” or “U”. Guidelines for this field are as follows:
 - 1) Answer “YES” if the person is a Mexican, Puerto Rican, Central or South American person or person of other Spanish origin, regardless of race.
 - 2) The “U” means UNABLE TO DETERMINE and should be used rarely - only if the child is very young or is severely disabled and no person is available to determine whether or not the child is of Hispanic origin.
 - 3) The “D” means DECLINED and should be used if the person/client declines to provide this information.

RRRL – Report/Request List

```
CAFSRRRL          REPORT/REQUEST LIST          06/20/2006   11:41
USER ID : CS4566          PAGE NO: 1

TO SELECT, ENTER I=INQUIRE, M=MODIFY, V=INQUIRE(CID1), OR C=MODIFY(CID1)

R/R NO:          CAPS ID:          PROV:          000  WORKER ID:
START FROM:      CO:          R/R CAT:          R/R STAT:

SEL  RPT NO  DATE  R/R  CAT  STS  REPORT NAME  DETERMIN  WORKER
      RECEIVED  CAT  STS  REPORT NAME  END DATE  ASSGND
- 0001028 12/09/2004 CPS  O  ABBOTT BILLY  C7TR15
- 0001014 12/09/2004 CPS  O  BACON BILLY  C7TR16
- 0001015 12/09/2004 CPS  O  COLBERT BILLY  C7TR17
- 0001016 12/09/2004 CPS  O  DRYNAN BILLY  C7TR18
- 0001017 12/09/2004 CPS  O  ENHELTER BILLY  C7TR19
- 0001018 12/09/2004 CPS  O  FISCHER BILLY  C7TR20
- 0001019 12/09/2004 CPS  O  GAFFNEY BILLY  C7TR21
- 0001020 12/09/2004 CPS  O  HALMONT BILLY  C7TR22
- 0001021 12/09/2004 CPS  O  KNUTSON BILLY  C7TR23
- 0001022 12/09/2004 CPS  O  LANGE BILLY  C7TR24
- 0001023 12/09/2004 CPS  O  MYER BILLY  C7TR25
- 0001024 12/09/2004 CPS  O  PRICE BILLY  C7TR26

PATH: █
```

- This screen displays all of the Report/Request events in order by:
 - Date received
 - Most recent report on that date (if more than one referral on a specific date)
- The worker can INQUIRE/MODIFY (RRD1), or VIEW/CHANGE (CID1) up to fifty (50) referrals at one time. When the worker presses ENTER, RRD1 or CID1 will be displayed for the first referral. To page through the referrals selected, press F8 (forward) or F7 (backward).
 - NOTE: Workers cannot mix I/M select codes with V/C select codes
- Place the cursor under the WORKER ASSGND field and press F12 – the identifying information for that worker will be displayed.

“V” – Inquire CID1 Information

- If a CI worker or field worker selects a report/request that was originally added on CID1 with a ‘V’, the worker will be taken to CID1 in INQUIRE mode
- If a CI worker or field worker selects a report/request that was originally added on RRD1 with a ‘V’, a message will display that says “CID1 DOES NOT EXIST”

“C” – Modify CID1 Information

- The select code of ‘C’ will only be valid for the assigned CI worker. If a field worker selects a report/request with a ‘C’, a message will display that says “USER DOES NOT HAVE UPDATE ACCESS”
- If a CI worker selects a report/request that was originally added on CID1 with a ‘C’, one of the following will occur:
 - If the report/request is open and assigned to a CI worker, that worker will be taken to CID1 in modify mode for that report/request
 - If the report/request was closed on CID1, a “USER DOES NOT HAVE UPDATE ACCESS” message will display
 - If the report/request is assigned to a field worker, a “USER DOES NOT HAVE UPDATE ACCESS” message will display
- If a CI worker or field worker selects a report/request that was originally added on RRD1 with a ‘C’, a message will display that says “CID1 DOES NOT EXIST”

“M” – Modify RRD1 Information

- If a field worker selects a report/request that was closed on CID1 with an ‘M’, a message will display that says “USER DOES NOT HAVE UPDATE ACCESS”
- If a field worker selects a report/request that is assigned to a CI worker with an ‘M’ a message will display that says “USER DOES NOT HAVE UPDATE ACCESS”
- If a CI worker selects a report/request that was originally added on RRD1 with an ‘M’, a message will display that says “USER DOES NOT HAVE UPDATE ACCESS”

“I” – Inquire RRD1 Information

- A CI worker will be able to select all report/requests with an ‘I’
- A field worker will be able to select all non-tribal report/requests with an ‘I’

Adding a Referral

- If a CI worker presses F11 from RRRL, they will be taken to CID1 in add mode
- If a field worker presses F11 from RRRL, they will be taken to RRD1 in add mode

RRD1 - Report Request Intake Detail 1

```
CAFSRRD1          REPORT/REQUEST INTAKE DETAIL 1      10/14/2009   14:11
USER ID : C74142SW MODIFY                                REPORT    1
R/R NUMBER: 0001372 R/R CATEGORY: CPS PRIORITY: 2 TAKEN BY: C74142C PRIORS: N
INV START DATE: 10/14/2009 TIME: 13:49 ASSIGNED TO: C74142SW
----- REPORTER DETAIL -----
REPORTER: MARY REYNOLDS REL: NBR SLFRPT: N PH: 406 443-8411
RPTR DETAIL: LIVES NEXT DOOR TO HAMMA FAMILY

----- REPORT GENERAL INFORMATION -----
REPORT NAME: HAMMA KRYSTAL PROV NO: 000
ADDRESS : 102 N BRECKENRIDGE PROV PHONE: 406
CITY/ST/ZIP: HELENA MT 59601 COUNTY: 025 LEWIS & CLARK
PHONES:(1) 406 443-2402 REL: SLF W/H/C: H (2) 406 REL: W/H/C:
INVESTIGATION SUMMARY: CONCERNS CHILDREN ARE BEING EXPOSED TO PARENTAL METH
USE AND/OR METH MANUFACTURING IN THE HOME.

DRUG USE SUSP: DRUG LAB/MFG: DRUGS:
FIRST CONTACT DATE: DETERMINATION END DATE:
R/R STATUS: 0 ACTION TAKEN:

PATH: █
```

- Most of the information displayed on RRD1 is a “workable copy” of the information that was entered on the CID1 screen
- This screen and RRD2/RRD3 work together to capture all referral details
- The sixty (60) day determination requirement is based on the investigation start date (the date the report is received), not the first contact date
- PRIORS (upper right hand corner). This field is display only on RRD1 – it is entered by Centralized Intake unit staff on the CID1 screen
- INVESTIGATION SUMMARY. This field is used to enter a summary of the investigation when a referral is about to be closed. All investigation notes and documentation should be entered on RRD3 or as TEXT. Centralized Intake will use this area of RRD1 to help them to determine PRIOR history
- DRUG TRACKING information is only enterable on CPS referrals
- Field workers (with the exception of tribal workers) **cannot** add CPS, CPI and CFS referrals on RRD1. If a field worker tries to add one of these referral types on RRD1, an error message will display

RRD2 - Report Request Intake Detail 2

```
CAFSRRD2          REPORT/REQUEST INTAKE DETAIL 2      06/13/2011    10:36
USER ID : CS1164    MODIFY                               PAGE NO:    1
R/R NUMBER: 0001373  CATG: CPS  CHILD PROT DATE: 07/16/2010 ASSGN TO: C74142SW
PROVIDER:          000                                ALG:
                                                    DET:

TO SELECT, ENTER D=DELETE, A=ADD, M=MODIFY, R=RELATION, P=PRIMARY
SEL CAPS-ID  FIRST      LAST      SUFX  CATG
- 00001238  REBECCA    BEY                AD  ALG:
  AGE:  43  DOB: 03/26/1968 SEX: F ETH: CA  FAM ROLE: BMR DET:
  R/R ROLE: P  LIVING ARRANGEMENT:      HSPNC ORGN: N  REL:
- 00001237  ERIC      BEY                AD  ALG:
  AGE:  42  DOB: 10/06/1968 SEX: M ETH: CA  FAM ROLE: BFR DET:
  R/R ROLE: P  LIVING ARRANGEMENT:      HSPNC ORGN: N  REL:
- 00001447  BLUE      BEY                CH  ALG: PHA
  AGE:  11  DOB: 01/01/2000 SEX: M ETH: AI  FAM ROLE: SON DET: SUB
  R/R ROLE: V  LIVING ARRANGEMENT: MBB  HSPNC ORGN: N  REL: BMR
-                                     ALG:
  AGE:      DOB:      SEX:  ETH:      FAM ROLE:      DET:
  R/R ROLE:  LIVING ARRANGEMENT:      HSPNC ORGN:      REL:
-                                     ALG:
  AGE:      DOB:      SEX:  ETH:      FAM ROLE:      DET:
  R/R ROLE:  LIVING ARRANGEMENT:      HSPNC ORGN:      REL:

                                     PATH: █
```

- This screen initially captures the provider identification number if appropriate and information about all persons involved in the report
 - Determinations and relationship codes are added later
- Can search or ADD a person to the system
 - To search press F12 when cursor is in the CAPS ID field, CAPS will take you to PERS, and then PERL after starting the search
 - If person is not found on PERL, press F11 (Add)
 - Once they have been added on PERD, press Shift-F9 to bring the person in the header back to RRD2
- Can set up relationships between report persons
- If allegations are substantiated, the worker should enter the determination code of SUP (substantiation pending) to allow due process to the perpetrator. After 30 days, if no fair hearing is requested, the code will be changed to SUB. If a fair hearing is requested, the code will be changed to FHR. If the substantiation is overturned the code will be changed to UNX. If criminal charges are pending, the code will be changed to CCP and pending the outcome of the charges will then be changed to SUB or to FHR, SUB or UNX depending on whether a fair hearing is or is not requested.

RRD3-Report/Request Intake Detail 3

```
CAFSRRD3          REPORT/REQUEST INTAKE DETAIL 3      04/10/2008    15:37
USER ID : CS4566   MODIFY
R/R NUMBER: 0001350  CATG: CPS CHILD PROT   DATE: 03/01/08  ASSGN TO: C74142SW

THIS SCREEN CAN BE USED TO RECORD MISCELLANEOUS INFORMATION REGARDING THE INTAKE
AND/OR THE INVESTIGATION.  THIS SCREEN IS NOT REQUIRED.  THE WORKER HAS 18 LINES
OF AVAILABLE SPACE FOR TEXT.

                                                                    PATH:
```

- This screen is used to enter comments associated with the report/referral from RRD1 and/or RRD2.
- To access this screen type RRD3 in the PATH from either RRD1 or RRD2. (Be sure to UPDATE RRD1/RRD2 before accessing RRD3)
- Comments up to 18 lines can be written

CID1 – Centralized Intake Detail 1

```
CAFSCID1          CENTRALIZED INTAKE DETAIL 1          10/14/2009    14:15
USER ID : C74142SW INQUIRE                                REPORT    1
R/R NUMBER: 0001372 R/R CATEGORY: CPS PRIORITY: 2 TAKEN BY: C74142C PRIORS: N
INV START DATE: 10/14/2009 TIME: 13:49 ASSIGNED TO: C74142SW WORKER
----- REPORTER DETAIL -----
REPORTER: MARY REYNOLDS REL: NBR SLFRPT: N PH: 406 443-8411
RPTR DETAIL: LIVES NEXT DOOR TO HAMMA FAMILY

----- REPORT GENERAL INFORMATION -----
REPORT NAME: HAMMA KRYSTAL PROV NO: 000
ADDRESS : 102 N BRECKENRIDGE PROV PHONE: 406
CITY/ST/ZIP: HELENA MT 59601 COUNTY: 025 LEWIS & CLARK
PHONES: (1) 406 443-2402 REL: SLF W/H/C: H (2) 406 REL: W/H/C:
INVESTIGATION SUMMARY: CONCERNS CHILDREN ARE BEING EXPOSED TO PARENTAL METH
USE AND/OR METH MANUFACTURING IN THE HOME.

DRUG USE ALLEGED: Y DRUG LAB/MFG: Y DRUGS: MET
FIRST CONTACT DATE: DETERMINATION END DATE:
R/R STATUS: 0 ACTION TAKEN:

PATH: █
```

- A CI worker will be able to add a report/request with any report/request category type
- TEXT attachments should be made by the CI worker on this screen
- The “ASSIGNED TO:” field will be defaulted to the WORKER ID of the worker adding the report/request.
 - A new field will be added next to the “ASSIGNED TO:” field. This field will contain the last name (as many characters as possible) of the worker whose USER ID appears in the “ASSIGNED TO:” field

Assigning reports on CID1

- The CI worker adding the report/request will decide if the report/request should be assigned to another worker. If so, the CI worker can change the “ASSIGNED TO:” USER ID from their ID to another worker.
 - If the CI worker changes the “ASSIGNED TO:” USER ID from their ID to another CI worker, a message will appear that says “MUST ASSIGN TO A NON CI WORKER”
 - If the CI worker changes the “ASSIGNED TO:” USER ID from their ID to a field worker ID, a confirm message will appear that says “TO CONFIRM, PRESS F16(SHIFT + F4), TO CANCEL PRESS ENTER”. This will ensure that the CI worker is done with the report/request.

- The DRUG USE ALLEGED field will be required at the time of transfer.
- The report/request information will then be “frozen”. This means that the report/request can no longer be modified on CID1.
- A “workable” copy will be created once the report/request is assigned to a field worker
- The “original” and “workable” copy will have the same report number.
- Field workers will be able to make the required changes to their “workable” copy on RRD1

Closing reports on CID1

- If a CI worker closes a report/request, a confirm message will appear that says “TO CONFIRM, PRESS F16(SHIFT + F4), TO CANCEL PRESS ENTER”
 - This will ensure that the CI worker is done with the report/request
 - The report/request will then be “frozen”. This means that the report/request can no longer be modified on CID1
 - RRC supertask workers will not be able to reopen report/requests that were closed on CID1
 - CIC supertask workers will be able to reopen report/requests that were closed on CID1
 - CI workers can only close R/R CATEGORY of ‘CPI’ on CID1. All other R/R CATEGORIES must be re-assigned to a field worker.

Functionality

- CI workers cannot enter data in the “INVESTIGATION START DATE:”, “DETERMINATION END DATE:”, or “ACTION TAKEN:” fields when a report/request has a category type other than ‘CPI’. If data is entered in these fields for a R/R CATEGORY other than ‘CPI’ a message will display that says “WHEN USING THIS CATEGORY TYPE, FIELD MUST BE BLANK”
- CI workers will be able to modify all enterable fields until the report/request is re-assigned to a field worker or closed by a CI worker on CID1
- The INVESTIGATION SUMMARY field is enterable by CI. However, unless the R/R CATEGORY is ‘CPI’ and is going to be closed on CID1, CI workers should add any and all comments as TEXT and reserve this area for the field worker
- CI workers will be taken to CID2 automatically when a report/request is added and the R/R CATEGORY is ‘APS’, ‘CPS’, or ‘LIC’
 - If the R/R CATEGORY is something other than ‘APS’, ‘CPS’, or ‘LIC’, the worker will not be taken to CID2 automatically. The worker can type CID2 in the PATH and press ENTER to access CID2
 - A CI worker shall not be taken to CID2 automatically when inquiring or modifying on a report/request. The worker can type CID2 in the PATH and press ENTER to access CID2

Alerts

- RO1003 – REPORT &01 ADDED will be created for the supervisor of the ‘TAKEN BY’ ID
- RO1012 - REPORT &01 ASSIGNED BY CI WORKER &02 will be created when a report is re-assigned to a field worker. The alert will be created for both the new assigned worker and their supervisor
- RO1008 - REPORT &01 NEED TO BE COMPLETED will be deleted from the CI workers alert when a report is re-assigned to a field worker
 - A new RO1008 alert is created for the reassigned worker (field worker) and their supervisor

CID2 – Centralized Intake Detail 2

```
CAFSCID2          CENTRALIZED INTAKE DETAIL 2          06/20/2006    11:52
USER ID : C74142CI MODIFY                                PAGE NO:    1
R/R NUMBER: 0001206 CATG: CPS CHILD PROT DATE: 04/14/2005 ASSGN TO: C74142SW
PROVIDER:          000                                  ALG:

TO SELECT, ENTER D=DELETE, A=ADD, M=MODIFY, R=RELATION, P=PRIMARY
SEL CAPS-ID  FIRST      LAST      SUFX  R/R ROLE
- 00001167  BERTHA      BAKER      P    ALG:
  AGE:      DOB:      SEX: F    ETH: CA
  FAM ROL: BMR CATG: AD      PRP REL:
- 00129678  MICHELLE    DAVIS      V    ALG: EMD
  AGE: 16    DOB: 04/15/1990 SEX: F    ETH: CA
  FAM ROL: SPD CATG: CH      PRP REL:
- 00001163  TEONA          BAKER      V    ALG: EMD
  AGE: 14    DOB: 06/20/1992 SEX: F    ETH: CA
  FAM ROL: DAU CATG: CH      PRP REL:
-                               ALG:
  AGE:      DOB:      SEX:      ETH:
  FAM ROL:      CATG:      PRP REL:
-                               ALG:
  AGE:      DOB:      SEX:      ETH:
  FAM ROL:      CATG:      PRP REL:
                                     PATH:
```

- CID2 is accessed from CID1. Workers are either taken to CID2 automatically (R/R CATEGORY of ‘CPS’, ‘APS’ or ‘LIC’), or by typing CID2 in the PATH and pressing ENTER
- CI workers will be able to modify all enterable fields until the report/request is re-assigned to a field worker or closed by a CI worker on CID1
- CI workers **cannot** attach text to CID2
- Because CI workers will not be entering DETERMINATIONS on CID2, the RO1011 – “CHANGE DETERMINATION FROM SUP TO SUB IF NO REQUEST FOR FAIR HEARING” alert will not be created

Duplicate Person Resolution

- CAPS has a duplicate resolution process where a worker can call the help desk and request that a duplicate CAPS ID be deleted for a person/client. If a CAPS ID is marked for deletion, all information that is tied to that ID will be transferred to the ID that was kept.
 - **This functionality will not change for Centralized Intake and any CAPS IDs that may have been entered on CID2**

Unfounded Report Purge Program

- CAPS has a process to purge information when a report is determined to be 'UNF' (Unfounded). The purge process is run once a month during nightly processing. The process checks all reports currently in CAPS by sweeping the database. Each report is checked to see if the report meets the purge requirements and, if those requirements are met, the report is purged.
- **This functionality will be changed for Centralized Intake so that if a report is purged, the system will determine if a CI report exists and purge that report as well.**